

HOSPITALITY - FRONT OF THE HOUSE STUDENT INTERNSHIP SKILLS LIST Provo School District

This list is designed to help you obtain considerable information during your internship period. The column on the left will designate various procedures used in your internship you have been assigned. When you observe a procedure, record the date and have your mentor or sponsor initial the square. There is a lot to see and learn. Be sure to ask your mentor to show you as much as he/she can.

PROCEDURES OR SKILLS	DATE	INITIAL	DATE	INITIAL	DATE	INITIAL
CHECK GUESTS IN						
1. Greet guests						
2. Present guests with registration card						
3. Verify reservation information						
4. Determine form of payment						
5. Orient guests to facilities						
6. Open folio						
7. Monitor arrivals report						
8. Authorize walks						
9.						
CHECK GUESTS OUT						
10. Collect keys						
11. Post late charges						
12. Review charges						
13. Determine guest satisfaction						
14. Approve credit						
15. Post payment/close folio						
16. Issue receipt						
17.						
18.						
PERFORM CASHIER DUTIES						
19. Verify bank						
20. Exchange funds						

21. Post charges			
22. Cash checks			
23. Maintain inventory			
24. Provide safe deposit box services			
25. Balance shift			
26. Drop deposit			
27.			
28.			
EXECUTE IN-HOUSE AUDIT			
29. Ring up room and tax			
30. Post food, beverage and phone charges			
31. Process no shows			
32. Verify credit card transactions			
33. Balance accounts			
34. Close out day			
35. Generate daily reports for all departments			
36. Generate confirmation letters			
37.			
38.			
RESERVE ROOMS			
39. Determine room availability			
40. Negotiate rates			
41. Upsell the hotel			
42. Record guest information			
43. Confirm reservation			
44. Send hotel information			
45. Make survey calls			
46. Pre-block rooms			
47. Cancel reservations			
48.			

OPERATE SWITCHBOARD			
49. Answer phone			
50. Transfer calls			
51. Screen calls			
52. Take messages			
53. Set wake-up calls			
54. Relay hotel and area information			
55.			
PROCESS CORRESPONDENCE			
56. Transcribe correspondence			
57. Take, transcribe and distribute meeting minutes			
58. Distribute incoming mail			
59. Receive and distribute employment applications			
60. Prepare outgoing mail			
61.			
PROVIDE GUEST SERVICES			
62. Maintain frequent guest file			
63. Offer concierge services			
64. Deliver guest amenities			
65. Arrange transportation/livery services			
66. Handle guest complaints			
67. Direct guests internally and externally			
68. Assist with luggage			
69. Maintain lost and found			
70. Comply with security procedures			
71. Maintain key control			
72.			
73.			
74.			
75.			

